



Working for Queensland Survey 2023

Explanatory Notes for Interpreting Results

The Working for Queensland survey is conducted each year across all Queensland Government agencies. All employees are invited to participate by completing an anonymous online survey which is available for a four-week period. The survey measures employees experience with work, workgroup, manager and organisation. These experiences are grouped into three categories – resources, demands and outcomes. It is conducted by an independent third-party. Agency level results for Queensland Corrective Services (QCS) are available at: <https://www.forgov.qld.gov.au/working-in-the-public-service/about-the-public-service/working-for-queensland-survey>

Results for QCS prior to 2018 can be found within the results for the Department of Justice and Attorney-General.

The structure of the Working for Queensland survey changed considerably in 2022 and this restructure has likely impacted trend data.

Summary Correctional Centre results

CORRECTIONAL CENTRE	Arthur Gorrie	Borallon Training	Brisbane	Brisbane Women's	Capricornia	Lotus Glen	Maryborough	Numinbah	Palen Creek	Southern Queensland	Townsville	Wolston	Woodford
Response rate	41	62	34	55	49	39	61	66	43	57	24	35	54
Employee engagement	52	35	47	46	42	30	40	40	64	65	23	54	34
RESOURCE MEASURES													
YOUR JOB													
Autonomy	57	45	54	51	58	45	53	69	82	59	52	59	56
Clarity	78	69	76	74	77	71	70	84	83	79	73	77	74
Task Significance	73	52	62	64	61	56	56	80	90	77	54	72	63
Task Identity	60	43	51	59	54	46	44	64	65	65	38	62	49
Task Variety	65	45	56	59	64	51	54	64	75	68	53	70	57

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Human Rights and My Job	80	72	74	82	76	65	73	84	85	86	67	80	73
SOCIAL SUPPORT													
My Workgroup Effectiveness	73	57	69	70	75	64	64	65	81	69	63	74	66
Workgroup Respect and Psychological Safety	63	45	58	55	66	44	55	58	72	64	53	61	54
My Manager and Workgroup Performance	64	45	52	50	62	39	57	60	70	63	42	56	53
My Manager and Respectful Relationship	68	51	58	56	67	45	60	68	82	63	47	66	57
My Manager Honesty and Integrity	69	50	57	56	69	47	64	71	78	66	47	70	57
BUILDING YOUR FUTURE													
Professional Development	12	7	16	8	14	8	12	13	36	22	13	14	10
Performance Discussions	19	10	18	16	17	8	17	15	48	24	16	18	14
KEEPING YOU WELL													
My Obligations	83	74	77	77	79	70	80	87	83	80	73	80	75
My Confidence Discussing Wellbeing with My Manager	54	37	43	46	49	34	40	54	61	53	30	46	41
In My Workgroup	33	18	21	24	30	21	23	38	46	31	21	26	23
Leadership	51	36	41	41	48	27	46	54	64	53	33	40	41
My Organisation Values My Wellbeing	50	30	38	36	38	18	38	48	56	50	33	42	34
Cultural Safety	58	47	52	57	57	41	58	65	70	63	50	52	48
LEADERSHIP													
Senior Managers	54	29	39	34	34	17	37	47	52	47	31	31	35
Executive Group	44	26	32	26	29	16	33	46	42	44	23	26	29



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FAIR AND EQUITABLE TREATMENT													
Fair and Equitable Treatment	36	20	25	35	29	14	32	45	47	46	17	29	22
Promotion Process	26	15	23	22	24	15	29	36	29	45	21	18	20
Backfilling Process	31	17	24	22	28	14	34	27	53	44	24	24	22
Performance management	38	20	29	28	27	19	28	39	47	48	23	31	24
Recruitment Process	31	19	24	20	26	17	31	23	47	44	22	25	23
Gender	57	45	52	63	51	43	56	57	69	63	49	57	45
Age	60	50	52	56	60	45	59	73	94	70	49	65	50
Aboriginal and/or Torres Strait Islander People	66	54	62	83	64	57	69	62	87	70	66	75	60
Australian South Sea Islander People	64	52	63	82	62	56	66	57	87	66	66	73	59
Cultural Background	65	52	61	77	63	55	67	55	88	70	66	73	57
Disability	43	33	47	58	44	35	47	48	80	59	52	51	39
Sexual Orientation	67	51	58	77	57	53	66	65	87	72	58	62	54
FLEXIBLE WORK													
Flexibility I need	63	51	63	57	49	53	44	75	91	67	52	60	62
Work Together to make Flexibility Work	46	35	37	40	37	36	37	56	64	48	31	45	38
Free to use Flexibility	31	25	35	38	23	33	30	44	36	25	16	46	29
CODE OF CONDUCT													
Integrity	74	62	61	66	64	54	67	68	72	82	56	65	58



Calculation of Indicators

The results of each indicator outlined in the above table are a proportion of respondents who expressed a positive opinion ('agree' or 'strongly agree'), reported as a percentage.

Resource measures combine information from survey questions that correlate highly with the overall resource. The resource scores are calculated as the sum of positive responses given to all questions within the resource measured, divided by the number of answers to all questions within the resource.

The following definitions were used in the survey:

Your job: your job, your workgroup, manager and leaders, demands of your job and your health, safety and wellbeing.

Your workplace: the place where you work, i.e. the correctional centre.

Your workgroup: the group or team where you spend most of your time. If you are a manager your workgroup is the people you manage.

Your immediate co-worker(s): the person(s) in your agency you spend the majority of your time with.

Your organisation: Queensland Corrective Services.

Your manager/supervisor: the person you usually report to.

Your senior manager: the person your manager usually reports to.

Your customer(s): the person(s) you provide advice or service to, whether internal or external to the Queensland public sector.

Your leader: The person who sets the strategic direction for your organisation, i.e. the Commissioner and Executive Leadership Team.

Factor Measures	Questions included in calculation of measure
YOUR JOB	
Autonomy	I have the authority necessary to do my job effectively. I have choice in deciding how I carry out day to day work tasks. I am encouraged to take part in decisions that affect my job, where appropriate.
Clarity	I understand what is expected of me to do well in my job. I get the information I need to do my job well.
Task Significance	I understand how my work contributes to my organisation's strategic objectives.
Task Identity	My job gives me a feeling of accomplishment.
Task Variety	My job gives me the opportunity to utilise my skills and knowledge.
Human Rights and My Job	I understand how the Human Rights Act 2019 applies to my work.
SOCIAL SUPPORT	
My Workgroup Effectiveness	I discuss my work challenges with the people in my workgroup In my workgroup, we work together to manage workload. In my workgroup, we share learnings.
Workgroup Respect and Psychological Safety	In my workgroup, we treat each other respectfully. In my workgroup, I am comfortable speaking up to share a different view to my colleagues. In my workgroup, we welcome diverse ideas and thoughts.



My Manager and Workgroup Performance	<p>My manager or supervisor encourages discussion on ways to improve workgroup performance.</p> <p>My manager or supervisor clearly communicates performance expectations.</p> <p>My manager or supervisor shows appreciation for my contribution to our work objectives.</p>
My Manager and Respectful Relationship	<p>My manager or supervisor treats people in our work environment respectfully.</p> <p>My manager or supervisor listens to what I have to say.</p> <p>I feel comfortable discussing my work challenges with my manager or supervisor.</p> <p>I can rely on my manager or supervisor to help me work through work challenges.</p>
My Manager Honesty and Integrity	<p>My manager or supervisor demonstrates honesty and integrity.</p>
BUILDING YOUR FUTURE	
Professional Development	<p>My manager or supervisor and I discuss my professional development.</p> <p>My manager or supervisor supports my professional development by connecting me with learning and development opportunities.</p>
Performance Discussions	<p>My manager or supervisor takes the time to provide informal feedback on my performance.</p> <p>My manager or supervisor provides me with constructive feedback to help improve my performance.</p> <p>My manager or supervisor acknowledges when I do something well.</p>
KEEPING YOU WELL	
My Obligations	<p>I am confident in my understanding of my health and safety obligations.</p>
My Confidence Discussing Wellbeing with My Manager	<p>I am confident discussing my wellbeing with my manager or supervisor.</p> <p>I am confident discussing my mental health with my manager or supervisor.</p>
In My Workgroup	<p>In my workgroup, we proactively discuss workplace safety.</p> <p>In my workgroup, we discuss ways to promote wellbeing.</p> <p>In my workgroup, we discuss ways to promote mental health.</p>
Leadership	<p>My manager or supervisor proactively encourages people to speak up if they feel something could be a risk to their health, safety or wellbeing.</p> <p>In my workplace senior management acts quickly to correct problems or issues that affect employees' health, safety and wellbeing.</p>
My Organisation Values My Wellbeing	<p>I feel that my organisation considers the wellbeing of employees to be important.</p>
Cultural Safety	<p>My workgroup cares about the cultural safety of Aboriginal and Torres Strait Islander colleagues.</p> <p>I feel that my organisation provides a culturally safe work environment for Aboriginal and Torres Strait Islander employees.</p> <p>I feel that my manager or supervisor takes responsibility for ensuring the cultural safety of Aboriginal and Torres Strait Islander employees.</p>
LEADERSHIP	
Senior Managers	<p>Senior managers provide clear direction for the future of the organisation.</p> <p>Senior managers model the values/principles of my organisation.</p> <p>Senior managers keep employees informed about what's going on.</p> <p>Senior managers create an environment where employees feel heard.</p> <p>Senior managers demonstrate honesty and integrity.</p>



Executive Group	<p>The executive group communicates a clear direction for the future of the organisation.</p> <p>The executive group model the values or principles of my organisation.</p> <p>The executive group keep employees informed about what is going on.</p> <p>The executive group creates an environment where employees feel heard.</p> <p>The executive group acts with a high level of integrity.</p>
FAIR AND EQUITABLE TREATMENT	
Fair and Equitable Treatment	People are treated fairly and equitably in my workplace.
Promotion Process	Promotion decisions are based on clear criteria.
Backfilling Process	The process for backfilling roles is transparent.
Performance management	<p>Performance is assessed fairly.</p> <p>I understand the process to manage poor performance in my workgroup.</p>
Recruitment Process	Recruitment strategies and/or processes are fair and transparent.
Gender	<p>All employees, regardless of gender, have equitable access to work experiences that support career progression.</p> <p>Being a woman is not a barrier to success in my organisation.</p> <p>Being a man is not a barrier to success in my organisation.</p> <p>Being transgender, non-binary and/or gender diverse is not a barrier to success in my organisation.</p>
Age	Age is not a barrier to success in my organisation.
Aboriginal and/or Torres Strait Islander People	Being an Aboriginal and/or Torres Strait Islander person is not a barrier to success in my organisation.
Australian South Sea Islander People	Being an Australian South Sea Islander person is not a barrier to success in my organisation.
Cultural Background	Cultural background is not a barrier to success in my organisation.
Disability	Disability is not a barrier to success in my organisation.
Sexual Orientation	Sexual orientation is not a barrier to success in my organisation.
FLEXIBLE WORK	
Flexibility I need	I have the flexibility I need to manage my work and non-work interests.
Work Together to make Flexibility Work	In my workgroup, we discuss individual needs for flexible work arrangements, and we work together to accommodate them.
Free to use Flexibility	My commitment to this organisation would be questioned if I chose to use flexible work options. ¹
CODE OF CONDUCT	
Integrity	<p>Discussions about appropriate and ethical behaviour are common in my workplace.</p> <p>I am confident in my understanding of what ethical behaviour means within my workplace.</p> <p>I am confident I would know how to report unethical behaviour if I became aware of it.</p> <p>I feel confident that if I reported unethical behaviour in my workplace, it would be appropriately managed.</p>

¹Indicates a negatively worded question that has been reversed.

